

# Public Buildings

City of Newton Performance Management  
Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Clean and maintain City buildings</b>					
		# of Work Orders Requested	311	300	11
		# of Work Orders Completed	188	325	137
		# of Work Orders Completed Per Day Per Craftsman	0.99	1.5	1
		% of emergency or safety requests completed within 24 hours	100.00	100	0
		Number of outstanding workorders	897	750	147
		% of high priority requests completed within 24 hours	80	95	15
		% of medium or low priority work requests completed within 7 days	72	90	18
<b>2. Manage utility and energy upgrades and consumption</b>					
		% reduction in Electricity Consumption from FY08 (yearly)	7	20	13
		% reduction in Natural Gas Consumption from FY08 (yearly)	-5	10	15
		% reduction in Oil Consumption from FY08 (yearly)	21	20	1
<b>3. Plan, implement, and oversee capital projects</b>					
		% of capital projects under budget	83	95	12
		% of capital projects on time according to schedule	45	95	50

## Notes

Additional natural gas consumption is a result of heating system conversions from oil to gas, a cleaner and "greener" fuel source.